

## CLAIMS

5           1.     A method for managing multiple queues, comprising:  
                  monitoring status for jobs in a first queue on a first system;  
                  monitoring status for jobs in a second queue on a second system different than  
                  the first system; and  
                  managing the jobs in the first queue and the second queue from a same queue

10    manager.

          2.     A method according to claim 1 wherein the first system is a network server  
          and the second system is a peripheral device.

15           3.     A method according to claim 1 including displaying the jobs from the first  
          queue and the second queue on a same user interface.

          4.     A method according to claim 3 including displaying on the user interface  
          which of the first queue or the second queue is storing the different jobs.

20           5.     A method according to claim 1 including:  
                  receiving a select request to cancel one of the jobs;  
                  identifying the first or second queue currently storing the selected job;  
                  sending a cancel request to the identified queue;  
25           removing an identifier for the selected job from the queue manager when a  
          confirmation is received;

5            sending a cancel request to the other one of the first or second queue when a cancel failure is received from the identified queue; and

             removing an identifier for the job from the queue manager when a confirmation is received from the other one of the first and second queue.

10           6.        A method according to claim 1 including:  
             receiving a select request to cancel one of the jobs;  
             sending a cancel request to both the first and second queue; and  
             removing an identifier for the selected job from the queue manager when a cancel confirmation is received.

15           7.        A method according to claim 1 including:  
             receiving a selection request to change priority for one of the jobs;  
             identifying the first or second queue storing the selected job;  
             sending a request to change priority of the selected job to the identified queue; and  
20           changing the priority identified for the job when a priority confirmation is received from the identified queue.

             8.        A method according to claim 7 including:  
             receiving a request to move priority for the selected job on the first queue above  
25           priorities for other jobs stored on the second queue;  
             holding all jobs on the second queue having a priority below the priority requested for the selected job; and

5 releasing the jobs on hold when a confirmation is received from the second queue that the selected job has been promoted on the second queue.

9. A method according to claim 7 including:

receiving a request to move the selected job on the first queue to a priority above

10 other jobs stored on the second queue;

creating a slot in the second queue for the selected job; and

moving the selected job to the slot in the second queue.

10. A method according to claim 1 including:

15 receiving a request to demote a selected job on one of the first or second queue;

placing a hold on the identified job;

identifying all jobs having higher priority than the selected job; and

removing the hold on the selected job after all the identified higher priority jobs have been output.

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11. A computer for providing queue management, comprising

a processor adapted to monitor status of a server queue in a network server and

monitor status of a device queue in a peripheral device; and

a user interface adapted to display and manipulate the status of jobs in the first queue

25 and second queue at the same time.

5           12.    A computer according to claim 11 wherein the processor receives a request  
from the user interface to cancel a job and sends a cancel request to the server queue or  
device queue storing the job.

10           13.    A computer according to claim 12 wherein the processor removes the job from  
a list of jobs displayed on the user interface when a confirmation is received from the server  
or device queue that the job is cancelled.

14.    A computer according to claim 12 wherein the processor automatically sends a  
cancel request to the device queue when a cancel request to the server queue fails.

15           15.    A computer according to claim 11 wherein the processor receives a request  
from the user interface to change priority for a job and then controls scheduling of other jobs  
in the server queue and the device queue according to the priority change request.

20           16.    A computer according to claim 11 wherein the user interface displays multiple  
jobs waiting to be output, the output status of the jobs, a priority for outputting the jobs, and  
the server queue or device queue where the individual jobs are currently residing.

25           17.    A computer according to claim 11 wherein the jobs can be any one of a fax  
job, print job, scan job, or copy job.

18.    A computer according to claim 11 wherein the peripheral device can be any  
one or combination of the following:

5 a copier,;  
a scanner;  
a printer; or  
a facsimile machine.

10 19. A system for managing jobs in queues, comprising:  
a network server having a queue for storing jobs;  
a peripheral device having a queue for storing jobs and outputting the jobs; and  
a queue manager coupled to both the network server and the peripheral device for  
displaying and managing the jobs both on the network server and the device through a same  
15 user interface.

20 20. A system according to claim 19 wherein the queue manager sends a request to  
the network server queue to cancel or pause a job and then automatically sends a cancel or  
pause request to the device queue if the network server queue has already moved the job to  
the device queue.

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